

OZARK REGION

MEMORANDUM OF UNDERSTANDING

Revised: March 16, 2005

Umbrella Memorandum of Understanding

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Umbrella
Memorandum of Understanding
Between
Workforce Investment Board (WIB)
And
One-Stop Delivery System

A. Introduction

The Workforce Investment Board, hereafter referred to as “WIB”, is appointed by the Council of Local Elected Officials (CLEO) to serve Christian, Dallas, Greene, Polk, Stone, Taney and Webster counties designated as the Ozark Region under the Workforce Investment Act of 1998. This Memorandum of Understanding (MOU) is entered into in the spirit of cooperation and collaboration by the One-Stop Delivery System signatory partners, hereafter referred to as “the One-Stop partners” to describe how their various funding streams and resources will be utilized to better serve their mutual customers, both job seekers and employers, through an integrated system of service delivery operated **at two comprehensive One-Stop Career Center sites in Springfield and Branson, MO.** It is understood that the development and implementation of these Centers will require mutual trust and teamwork between the One-Stop partnering agencies, all working together to accomplish the shared goals.

B. Strategic Vision for the One-Stop Delivery System

PREPARING TODAY’S WORKFORCE FOR THE WORKPLACE OF TOMORROW

The purpose of the One-Stop Career Center is to advance the economic well-being of this workforce investment area by developing and maintaining local workforce investment and economic development initiatives that increase occupational skill attainment and improve the employment, retention and earnings capability of Career Center customers.

Our goal is to improve the productivity and competitiveness of the workforce and reduce the extent of welfare dependency through the development and delivery of high quality, integrated systems and activities to job seekers, incumbent workers and employers alike.

C. Services to be Provided Through the One-Stop Career Center System

All parties providing services through the One-Stop Career Center agree to provide all necessary customized services to all customers. The One-Stop Career Center will function as a network or system of services in one central physical location and also bring partner agencies together electronically to provide clients immediate or accelerated access to an expanded and enhanced menu of services. All of the core services required for a One-Stop Career Center are currently provided by one or more of the partner agencies, and these core services will continue to be available. These services include the following:

- Eligibility Screening and/or Determination
- Initial Intake
- Orientation
- Intake and Needs Identification
- Assessment
- Unemployment Insurance Information
- Job Search Assistance and Job Development
- Self-Service Job Search

- Career Exploration Resources and Guidance
- Targeted Recruitment and Screening for Employers
- Customized Training Development Services for Employers
- **AEI** Information and Referrals
- Job Referral, Screening and **Referral of qualified applicants that meet or exceed the employer's minimum requirements, Job Retention**
- Job Readiness Preparation/Employment Readiness Assistance
- Education Services and Information
- Public Assistance Support Services and Information
- Information on Other Community Services Not Directly Available Through the Career Center such as Pell Grant, Carol Jones Substance Abuse Rehabilitation Program, New Traditions Program, Lakes Country Rehabilitation Employment and Training Programs, Community Partnership of the Ozarks Americorp Program, DOL Apprenticeship Trades Program, etc.
- **OACAC Neighborhood Centers**

For additional information, refer to the Memorandum of Understanding Item H6, Ancillary Services, as revised, which delineates non-WIA funded programs offered at the One-Stop Career Center.

The One-Stop Career Center will also provide a variety of computer based assistance including:

- Internet-Based Labor Exchange and Labor Market Information through "**GreatHires**"
- Access to Job Education Services
- Limited Computer Training
- Resume Preparation
- All Other Data-Base Linkages, Including Other Community Services

These services are necessary to achieve the requirements of each customer while accommodating customer choice. The integration of services and information in a cooperative environment will eliminate duplication and develop performance measurements that will focus on the attainment of quality-based output and customer satisfaction measures. The partners agree that they are jointly responsible for the achievement of performance outcomes in this agreement.

Attachment II displays the full range of Core, Intensive, Training, Supportive and Employer Services which the Partner Agencies will provide through the One-Stop Career Center System. Attachment III provides customer flow charts which will be reviewed and updated periodically, on an as-needed basis, to ensure quality customer services.

Partners recognize the need to contribute a fair share of the operating costs of the One-Stop delivery system proportionate to their facility usage. **Attachment I reflects current agency occupancy rates on which partner agency rent costs are based. Other shared costs are prorated among partner agencies consistent with a Cost Sharing Plan approved by the Partner Agencies. In the absence of known budgets and staffing requirements for the coming year, the partners agree that modifications to these documents will be necessary to incorporate specifics associated with shared costs, when known.**

D. Systematic Referral Process for Career Center Customers

It is agreed that the One-Stop Delivery System partners of this signed MOU **will provide referral for services and will record customer and referral information in the TOOLBOX system, as appropriate.**

E. One-Stop Delivery System Performance Criteria

It is agreed that the One-Stop Delivery System will strive to achieve the following standard of quality service for its **jobseekers, business** customers, employees, and partners.

All customers will receive:

1. Prompt and courteous service from the staff.
2. Service(s) designed to assist customers in achieving their educational and/or job placement goals.
3. **Business customers will receive prompt attention to requests for job candidates as well as information on other hiring and training programs designed to assist in addressing their workforce needs.**

All employees can expect:

1. To work in a safe and professional environment.
2. To receive the best tools for achieving the desired outcome for their customers.
3. To be fairly compensated for their services.

All partners will:

1. Deliver high quality services through the One-Stop Career Center.
2. Coordinate activities and funding streams in order to make possible a viable system for the seamless delivery of services.

F. Governance of the One-Stop Delivery System

The ultimate accountability and responsibility for the One-Stop Career Center System organizational processes, services, and performance will rest with the WIB, and the Career Center partners.

Structure—The WIB, with concurrence of the CLEO, will designate and certify the One-Stop Operator as a Consortium of Partners for the full service One-Stop Career Center in the Ozark Region. It is expected that the Partners in the Consortium will function by consensus. In instances where consensus cannot be reached and the functioning of the One-Stop Career Center and/or the Consortium is impaired, those members of the consortium who are parties to the dispute shall submit to the dispute resolution procedure outlined herein. In addition, each Partner will retain responsibility for respective reporting of required performance data and adhere to reporting schedules as determined by their respective internal systems. The Partners will work collaboratively to develop financial and performance reporting systems to track and report on the outcomes, service costs, and to achieve the performance and budget objectives outlined in the Workforce Investment Act Plan. Each Partner will maintain responsibility for the management of its respective staff, equipment, finances, management information systems and customer grievance processes. Ultimate responsibility for performance and budget management will be the responsibility of each Partner respectively. The One-Stop Consortium will consist, at a minimum, of the following three (3) Workforce Investment Act required partners who will be physically located on a full-time basis within the One-Stop Career Center.

City of Springfield, Department of Workforce Development
 Missouri Division of Workforce Development
A.O./Lakes Country Resource Centers

The City of Springfield, as WIA Local Grant Subrecipient, and current facility leaseholder will assume responsibility for handling all occupancy and maintenance related requests and inquiries. All participating partners are responsible for meeting the conditions and commitments of each party to all others and to the One-Stop Career Center as delineated in the “Workforce Investment Act Implementation Agreement” and this “Memorandum of Understanding” document. The poor performance of any partner agency in specific areas of One-Stop Career Center activities is the responsibility of the **cognizant agency management** for subsequent review by the **Workforce Investment Board and Council of Local Elected Officials**.

The body responsible for overseeing the operational management of the Center's activities shall be **the Consortium and One-Stop Partners**, comprised of the directors or senior managers, or their designees, of agencies cited in Appendix I. In order to coordinate collaborative efforts and initiatives and to provide guidance and coherence for day-to-day decision-making, the **Consortium** shall elect one of its resident full time members, on an annual basis, to serve as "Operations Facilitator" (OF).

The Operations Facilitator (OF) will serve as liaison to the WIB and CLEO and will be the point of contact for all partner agencies on matters relating to center operations. The OF shall gather and make internal distribution of relevant data from partner agencies regarding established program performance measures. In the case of disputes requiring resolution, a process is defined under the "Dispute Resolution" Section.

In the spirit of mutual cooperation and in close working relationship with the **Consortium, One-Stop Partners**, WIB and CLEO, the City shall:

1. Support the Operations Facilitator in the development of operational policies and procedures, coordination of the monitoring process, authorization of centralized expenditures, creation of annual plans and budgets for center operations and the integration of program services.
2. Coordinate any procurement, contracting and monitoring processes. The City shall also **utilize** a computerized **management information system, TOOLBOX**, which will collect and integrate data on program participants and employers utilizing the Center.
3. Maintain a reporting system for the financial activities of the One-Stop Career Center and provide visibility to shared costs while continuing to operate separate accounting systems relating to each respective agency.

G. The Workforce Investment Board's goals and responsibilities will be to:

1. Develop and prepare the Five Year Workforce Development Plan, through the Workforce Investment Board approved committee structure, in coordination with community agencies and the authorities; develop and prepare any and all necessary modifications to the Plan, publish and circulate a draft of the Plan for public review and comment;
2. Develop Youth Council structure and prepare appropriate membership in accordance with the Act and present structure and membership to the CLEO;
3. Negotiate One-Stop Memorandums of Understanding with agencies required to participate in the One-Stop system in accordance with the Act;
4. Work with operation staff as necessary to meet the requirements of this agreement;
5. Help assure administrative and fiscal accountability for One-Stop Center activities;
6. Recommend the policies, goals and objectives for the workforce development system in accordance with identified needs, including the development and certification of competency levels for training programs;
7. Conduct compliance monitoring for the purpose of evaluating the effectiveness of the programs under the purview of the Workforce Investment Board;
8. Develop and conduct marketing efforts and public relations for the workforce development system;
9. Provide the CLEO with quarterly and annual reports on program status, performance, and results;
10. Review the management information system reports to track and report on Workforce Investment Board activities and performance related data;
11. Conduct necessary review of procurement services and products necessary to meet the requirements of this agreement;
12. Provide funding data and information through Workforce Investment Board structure on matters pertaining to the provision of services;

13. Select eligible youth service providers based on the recommendations of the youth council;
14. Identify eligible providers of adult and dislocated worker intensive services and training services, as deemed appropriate, and maintain a list of eligible providers with performance and cost information;
15. Negotiate and reach agreement on local performance measures with the CLEO and Governor;
16. Assist the Governor in developing the Statewide employment statistics system under the Wagner-Peyser Act;
17. Coordinate workforce development activities with economic development strategies and developing employer linkages; and promoting private sector involvement in the Statewide workforce development system through effective connecting, brokering, and coaching activities through intermediaries such as the Director of the Workforce Development Department in the local area or through other organizations, to assist employers in meeting hiring needs.
18. The Workforce Investment Board must conduct business in an open manner as required by WIA, by making available to the public, on a regular basis through open meetings, information about the activities of the Workforce Investment Board, including information about the local plan before submission of the plan, and about membership, the designation of the One-Stop operator, and award of grants or contracts to eligible providers of youth activities, and on request, minutes of formal meetings of the Workforce Investment Board.

H. The One-Stop Operators' Goals and Responsibilities will be:

1. INTAKE

Intake includes the following activities:

Eligibility Determinations
 Needs Assessment
 Referral to Another Activity/Service Provider

- Both the City of Springfield and Division of Workforce Development (DWD) staff will provide intake and needs identification. All center partners will participate in the implementation of an integrated application system. All partners will help identify and jointly coordinate services for Military Veteran customers.
- Each partner will provide intake and needs identification and will participate in the development of a common intake form to identify and address the needs of the customer. In addition, each of the partners will perform basic customer assessment. The assessment procedures will vary according to the unique services provided by each of the partners. **One of the goals of the One-Stop Career Center will be the development of a common assessment protocol for use by all partner agencies and organizations.** Follow-up will be the responsibility of the partner performing the initial intake.

2. JOB READINESS PREPARATION AND JOB PLACEMENT

Job Readiness Preparation and Job Placement includes the following activities:

- Both the City and DWD will provide job development, referral and placement services and labor market information at the Ozark Region One-Stop Career Center. Employment services referrals must be in accordance with selection criteria specified by the employer. **City, youth services provider and DWD staff at the Center will screen and refer qualified applicants, who meet or exceed employers' minimum requirements, to their job openings.** All job orders taken by center staff will be entered into the one-stop operating system. Employer

contacts will be coordinated among all center staff in order to avoid duplicated or multiple contacts.

- Self-service technology such as GreatHires access and/or other Internet-based labor exchange systems or services will be provided by all partners at the Ozark Region One-Stop Career Center.
- Job Readiness, counseling and guidance, job search preparation and training will be provided with coordination and without duplication of services in the One-Stop Career Center.
- All staff as applies to specific program funding requirements will provide education services and information. Referrals to training providers utilizing WIA funding shall be in accordance with the DESE Approved Vendor Listing and require a City issued Voucher/Individual Training Account.

3. **CASE MANAGEMENT**

The partner agencies involved and participating in the Ozark Region One-Stop Career Center are committed to a client-centered, case management approach. Case Management includes a mix of part or all of the following functions:

- Guidance
- Counseling
- Comprehensive Assessment
- Service Strategy Development & Implementation
- Supportive Services
- Documented, detailed Case/Narrative Notes relating to contacts, progress and follow-up contacts
- Required maintenance and data entry relating to an automated Case Management System

These services will be **provided by Career Center staff** to eligible participants in order to enable clients to remain in program activities until successful completion of program/participant goals. DWD staff will support information flow to the City Case Management System as needed.

4. **PRIVACY OF CUSTOMER INFORMATION**

In all matters associated with Career Center operations, the confidentiality of customer and employer information will be the prime consideration with regard to the release of any information and/or data. In cases where information must be released to other related agencies, handling of the information will be based on the existing confidentiality policies and procedures of those agencies.

5. **SUPPORTIVE SERVICES**

Supportive Services includes the following:

- The Ozark Region One-Stop Career Center will provide information on public assistance, food stamps, mental health services, childcare resources, transportation resources, and health services, etc. Case managers for all partner agencies shall be trained to help participants by providing information and/or assistance with making application and setting up appointments for individuals seeking such services as needed.

- Information on services not directly available at the center will be provided by partner agencies and by other agencies and organizations, which wish to make such information available but not to participate directly in providing services at the centers.
- As a **participating partner**, Ozarks Technical Community College, can provide assessment, testing, career counseling, long term/short term training, GED/**AEL**, ESL classes, **career employment services** and other services as identified on the cross-walk of services list.

6. ANCILLARY SERVICES

- All partners agree that staff will be cross-trained where appropriate to provide joint activities and services. Joint activities and services could include: initial assessments, orientation, information and referral, full assessment, career guidance, case management, support services, referral to classroom training, post employment training, job development, job search, and job placement services.
- **The City of Springfield, Department of Workforce.** The Department will facilitate access to WIA Title I formula funded services as organized into three levels: core, intensive and training 20 CFR 663.100(a). As the adult and dislocated worker program partner, the Department will provide core services described in WIA section 134(d)(2) and 20 CFR 662.220. Follow-up services will be made available, for a minimum of 12 months following the first day of employment, to registered participants who are placed in unsubsidized employment. The Department will provide intensive services for adults and dislocated workers per WIA section 134(d)(3)(C). Adults and dislocated workers who may receive intensive services are workers who are unemployed, have received at least one core service and are unable to obtain employment through core services, and are determined to be in need of more intensive services to obtain employment. Additionally, adults and dislocated workers who are employed, have received at least one core service, and are determined to be in need of intensive services to obtain or retain employment that leads to self-sufficiency. Intensive services, 134(d)(3) of the Act, include but are not limited to the development of an individual employment plan as an ongoing strategy to achieve self-sufficiency, comprehensive and specialized assessments, group and individual counseling, career planning, case management, onsite-**AEL** classes and job readiness workshops and Individual Training Accounts (ITA) as appropriate for adult and dislocated workers.

Other Non-WIA Training Offered Through the City of Springfield, Department of Workforce Development:

- **Division of Youth Services Program:** The Youth Services Provider for the Ozark Region, Alternative Opportunities, will partner with the Division of Youth Services to provide youth in custody of DYS an opportunity to participate in a paid work experience component at the Missouri Career Center. Alternative Opportunities will generate payroll and timesheet tracking; assume responsibility for TOOLBOX data entry for dually-enrolled youth; and fully coordinate services with DYS residential sites.
- **Other Programs:** Available information on other community services not directly funded through the One-Stop Career Center will be made accessible to customers.
- **The City of Springfield, Department of Workforce Development,** Career Assistance Program (CAP) grant operator will have its base of operations and staff positions on-site

as part of the One-Stop Career Center. The CAP grant operator service area coincides with the Ozark Region One-Stop Career Center area. Eligibility for services is determined by the Family Support Division (FSD) and referred via computer through TOOLBOX to the CAP Grant Operator. Services will be provided to both individuals who are in the application status with Family Support Division (FSD) as well as those determined as eligible recipients. The goal of CAP is to provide the opportunity for individuals through various allowable activities, as determined by the contract, to set a probable path toward self-sufficiency and off Temporary Assistance.

- **Experience Work, Inc.**, a national non-profit organization operates a Senior Community Service Employment Program (SCSEP), funded under Title V of the Older Americans Act, to help low-income individuals age 55 or older secure training and employment. Experience Works also offers recruitment and screening service to employers.

Experience Works, Inc. will provide a representative at the full service one-stop at least four hours per month (3rd Monday) to meet with applicants to screen and assess suitability for services. Experience Works information is also available through our toll free telephone number or our Website.

- **Missouri Division of Employment Security.** The core services to be provided by the UI program, through the Missouri Department of Labor and Industrial Relations (DOLIR), Division of Employment Security (DES), will include making information regarding filing claims available in One Stop Centers. The DES will provide printed information that explains to individuals how to contact the Regional Claims Centers (RCCs) for the filing of, or obtaining information about, claims for unemployment benefits. For employers, who are also DES customers, the following types of information will also be available in the One-Stop Career Centers: how to register and have an employer account number assigned; submitting quarterly contribution and wage reports; and appeal rights. This employer information will primarily be available through electronic connection from PCs in resource areas of offices.

The Department of Labor and Industrial Relations, Division of Employment Security will also coordinate with the Department of Economic Development, Division of Workforce Development to provide access to the UI records for the purpose of measuring performance of the One-Stop Career Centers.

Under the Workforce Investment Act (WIA) of 1998 (Section 121(b)(1)(B)(xii), the unemployment insurance (UI) program is a required partner of the One Stop Delivery System; however, Section 134(d)(2)(I) of WIA does not require UI staff to be physically located at the local level for the delivery of UI core services.

Missouri's UI claims filing is done from remote sites where individuals file by calling either toll free or local phone numbers. As a result, UI filing is accomplished by staff in four regional claims centers rather than in One-Stop Career Centers.

- **Missouri Family Support Division** will serve individuals needing to apply for any public assistance available through the FSD. FSD will accept referrals in person, over the telephone, by e-mail, by fax, or with referral and feedback form. FSD will participate in cross-informational training with other participating partners to assure the referral procedure is understood. A mutually agreed upon referral procedure will be used by FSD to refer appropriate applicants and recipients to the One-Stop Career Center. No FSD staff will be located onsite at the One-Stop Career Center.

- **Missouri Division of Vocational Rehabilitation (DVR)** will serve individuals with disabilities and assist them to find employment that is consistent with their capacities and abilities as described in Title IV of the Workforce Investment Act, the Rehabilitation Act as amended.

Referrals will be accepted in person, over the telephone, by e-mail, by fax, or with referral and feedback form. DVR will participate in cross-informational training with other participating partners to assure the referral procedure is understood.

Where there are specific statutes and/or regulations (i.e. Vocational Rehabilitation, OAA Title V, etc.) the partners shall not make determinations on how funds for specific programs will be spent.

At this time DVR will participate in part-time co-location at the One-Stop Centers of the affiliate sites. The increase in time spent will be dependent on the amount of referrals received.

- **The Missouri Division of Workforce Development (DWD)** will provide a universal public labor exchange, or employment services, for all applicants who are legally entitled to work and for employers who are attempting to fill job openings. These employment services will be provided under the Wagner-Peyser Act by Missouri state merit employees. Through the use of **GreatHires** and efforts by the Division staff, these services will facilitate the match between job seekers and employers and will be available to all of the partners in the One-Stop. Employment services will include the collection of applicant data, receiving and listing of job openings, screening and referral of qualified job applicants to appropriate job openings and by the performance of job development activities with employers on behalf of job seekers. In addition, DWD will be the provider of services and activities **under Missouri Employment and Training Program (METP), Trade Act, Parents' Fair Share Program, Veterans Title 38 programs and services related to job counseling, training and placement for veterans. Missouri State Merit DWD staff will also provide vocational and career counseling to job applicants with issues such as: job choice, job change, or job adjustment problems. They will assist applicants in evaluating their vocational strengths and weaknesses and assist in formulation of sound vocational plans.** DWD will provide Job Corps recruitment, screening, referral and placement following program completion at a center as well as assisting unemployment insurance claimants in their efforts to return to work. Staff will provide capacity building activities to other partners so the public can be informed of all services available.
- **Alternative Opportunities/Lakes Country Resource Centers**, a non-profit organization identified as the Youth Service provider for the 2005/2006 program year. A.O./Lakes Country's primary purpose is to provide both training and employment services to those individuals with barriers to employment. This is accomplished through an individualized case management approach throughout the communities for which we operate. As Youth Services Provider, A.O./Lakes Country will provide fulltime staff representation within the Career Center for the purposes of providing agreed-upon services. These services may be identified by referencing the Youth Services Plan.
- **The Ozarks Area Community Action Corporation (OACAC)** has Neighborhood Centers located in Christian, Dallas, Greene (Greene County Center), Polk (Polk County Community Center), Stone, Taney and Webster Counties as part of its service area. The Centers provide essential services and referrals to other resources for people who need assistance to improve their quality of life. OACAC operates its Energy Crisis Intervention Program (ECIP) through the Centers and sponsors programs such as Head

Start/Early Head Start, Weatherization and Housing Assistance. The Centers also mobilize funds from other sources to collaborate on a variety of programs in the OACAC urban/rural service area. For further assistance call the OACAC Central Office at 417-862-4314 or the Greene County Center at 417-447-0554.

- **Perkins Postsecondary Consortium** is comprised of South Central Area Vocational School, West Plains (Consortium Administrator/Fiscal Agent); Ozarks Technical Community College, Springfield; Gibson Technical School, Reeds Spring; and Southwest Missouri State University, Springfield. These schools can provide assessment, testing, career counseling, long/short term training, job placement/search services, information regarding financial aid/scholarships, and other services as described in their individual catalogs. These schools will not have staff physically located at the One-Stop Career Center but will provide all necessary information regarding their services through the use/availability of catalogs, brochures and staff assistance in the customer service area.
- Under the **Missouri Customized Training Program**, OTC provides assistance to employer for training new and existing employees in a classroom setting in accordance with policies and procedures of the Customized Training Program. OTC coordinates with the City of Springfield, Department of Workforce Development in operation of this program. Employers who use the Customized Training Program funds will employ and/or retain individuals upon successful completion of the training.
- **OTC's Adult Education and Literacy (AEL) Program** provides an **affiliate AEL site** at the Full-Service One Stop location. Oversight of AEL programmatic issues are the responsibility of the OTC AEL Program. The **City of Springfield, Workforce Development Department**, provides funding for the location, materials and staff for the **AEL site**. In accordance with a contract between OTC and the City, OTC will provide **AEL services**, substitute teachers and partial reimbursement of costs. A signed contract detailing this relationship is reviewed on an annual basis.
- **Resources for Missouri, Inc. (RMI)** is a statewide, non-profit organization, which has provided employment and training services to Missouri since 1966. Programs are open to low-income, seasonally employed **and migrant** farmworkers and/or their dependents. Eligible **participants** are assisted to obtain full-time, permanent employment or provided tuition assistance **for training**. Supportive services are also provided to eligible participants.

RMI will participate in the One-Stop system through each of its field offices. RMI Field Representatives will either co-locate or commit to spend a specified amount of time in the One-Stop Career Center(s) located in their service area. RMI intends to provide support for the expenses related to our presence in the Center including space, utilities, office equipment, and shared staff functions. Support may be monetary and/or in-kind.

To allow easy access for applicants, who are primarily rural residents, RMI has an 800 number. We have also developed a web-site, which explains our programs and allows applicants to submit an on-line pre-application.

RMI will provide brochures for placement at the One-Stop Career Center. RMI Field Representatives will provide referral to the One-Stop Career Center and will also deliver information regarding the One-Stop Center to participants and employers while conducting outreach.

7. MISCELLANEOUS OTHER REQUIREMENTS AND MORE DETAILED TASKS

- Normal business hours for the Ozark Region One-Stop Career Center are 8:00 a.m.—5:00 p.m., Monday through Friday. Partner agency staff will adhere to this schedule unless otherwise mutually agreed. All partners agree that staff performing services in the One-Stop Career Center will maintain work hours, holiday schedules, lunch hours and internal practices and policies conducive to center business/operational needs.

I. Conflict of Interest

Local WIB members may not vote on a matter under consideration by the local WIB regarding provision of services by such member, by an entity that such member represents (or by which the member is employed) or that would provide direct financial benefit to such member or the immediate family of such member. In addition, a local WIB member may not engage in any other activity determined by the Governor to constitute a conflict of interest as specified in the State Plan. The Council also prohibits business sector representatives from being an employee of a public sector organization represented on the local board, including state and local governmental agencies. These provisions should not be construed to prohibit local WIB members from training or employing WIA participants.

J. Partner Dispute Resolution

If Partner Agencies are unable to resolve a dispute to the satisfaction of the members who are parties to the dispute, the complaint shall be submitted in writing to the Workforce Investment Board (WIB) Chairperson within fifteen days of the initial dispute.

The Executive Committee of the WIB shall evaluate the merits of the dispute and may attempt to resolve the dispute through mediation. However, in all cases, the Executive Committee shall prepare a response to the complaint within thirty days.

If any party to the dispute is not satisfied with the decision of the Executive Committee of the WIB the matter may be presented in writing to the full WIB for final determination within 60 days of the date of original filing of the dispute. Such action having been enacted upon by the full WIB shall be deemed the final and binding determination.

In the event any party to the dispute remains unsatisfied with the decision of the local WIB, an appeal may be registered to the Missouri Workforce Investment Board (MWIB) in writing with copies required to the WIB Chairperson in order to be considered a valid request for appeal and further assistance in resolving the issue.

K. Duration and Modification of the MOU

The One-Stop partners agree that the terms of this MOU will take effect as of **April 1, 2005** and will continue in effect until terminated or such time as any partner or partners will modify, extend, or terminate this MOU. Termination of the MOU will be effective when all partners agree in writing to its termination.

Any partner of the MOU may request modification of its terms. Ratification of the request by all the other partners will constitute acceptance of the modification in question.

Any partner to this MOU may withdraw, giving written notice of its intent to withdraw as a partner. In such case, all pertinent terms of the MOU will continue in effect for the remaining partners. Any party may cancel the contract or agreement at any time for cause, or may cancel without cause on a 30-day written notice.

L. Signature Page

The parties listed below, on the date(s) indicated, did confirm their agreement with and acceptance of the terms and conditions contained in this Memorandum of Understanding.

The affixed signatures have been provided on the condition that the Five-Year Local Plan and Implementation Agreement for the Ozark Region do receive approval from the State of Missouri subsequent to their submission on March 1, 2000.

Agency Name: **Experience Works, Inc.**
Janice Bramwell, Regional Director

Signature Date

Agency Name: **Missouri Family Support Division, Southwest Region**
Debra O. Jones, Field Liaison

Signature Date

Agency Name: **Missouri Division of Vocational Rehabilitation, Springfield District Office-North**
Anita Michel, District Supervisor

Signature Date

Agency Name: **Missouri Division of Vocational Rehabilitation, Springfield District Office-South**
Melissa Steele-Lufcy, District Supervisor

Signature Date

Agency Name: **Ozarks Area Community Action Corporation**
Carl Rosenkranz, Executive Director

Signature Date

Agency Name: **Resources for Missouri Inc.**
Kim Lightfoot, Field Representative

Signature Date

Agency Name: **Ozarks Technical Community College**
Norman K. Myers, President

Signature

Date

Agency Name: **Missouri Division of Employment Security**
Gracia Yancey Backer, Director

Signature

Date

Agency Name: **Missouri Division of Workforce Development, Ozark Region**
Shirley Click, Regional Manager

Signature

Date

Agency Name: **City of Springfield, Department of Workforce Development,** WIA Title I & W-t-W
Robert E. Simpson, Director

Signature

Date

Agency Name: Lakes Country Resource Centers, A Division of Alternative Opportunities Inc.
Bontea Goss, CEO

Signature

Date

Workforce Investment Board
Dianna Devore, Chair

Signature

Date

Council of Local Elected Officials
Sheila Wright, Chair

Signature

Date

M. ONE-STOP CAREER CENTER MANAGEMENT

The One-Stop Career Center Management Team will be comprised of the Directors or Senior Managers, or their designees, of the following agencies:

REQUIRED PROGRAMS:

LOCALLY REPRESENTED BY:

Title I of WIA: Adult	City of Springfield, Department of Workforce Development
Title I of WIA: Youth	A.O./Lakes Country Resources Inc.
Title I of WIA: Dislocated Worker	City of Springfield, Department of Workforce Development
Title I of WIA: Veterans Workforce Programs	Mo. Div. of Workforce Development
Title I of WIA: Job Corps	Mo. Div. of Workforce Development
Employment Service Under Wagner-Peyser Act	Mo. Div. of Workforce Development
Trade Adjustment Assistance Act Programs & Services	Mo. Div. of Workforce Development
NAFTA Transitional Adjustment Assistance	Mo. Div. of Workforce Development
Unemployment Insurance Programs	Mo. Div. of Employment Security
Title V of Older Americans Act	Experience Works, Inc.
Vocational Rehabilitation Programs	Mo. Div. of Vocational Rehabilitation
State & Local Welfare-to-Work Programs	Mo. Family Support Division and City of Springfield, Department of Workforce Development
Adult Education and Literacy Programs	Ozarks Technical Community College
Post-secondary Technical Education Under Carl Perkins	Ozarks Technical Community College
Community Service Block Grants	Ozarks Area Community Action Corporation
Title I WIA: National Farmworkers Jobs Program	Resources for Missouri , Inc.

CUSTOMER FLOW CHARTS:

IIIA:	SPRINGFIELD BUSINESS CUSTOMER
IIIB:	SPRINGFIELD JOB SEEKER CUSTOMER
IIIC:	SPRINGFIELD YOUTH SERVICES
IIID:	BRANSON BUSINESS/JOB SEEKER CUSTOMERS